



Washington State Rx Services  
P.O. Box 40168 Portland, OR 97240-0168



Dear Enrollee,

Washington State Rx Services (WSRxS) is the pharmacy benefit manager for Uniform Medical Plan. WSRxS is a group of companies that maintains the pharmacy network, provides a mail-order pharmacy, processes prescription drug claims, and manages the UMP preferred drug list.

We've included several documents to help you get the most from your prescription drug benefit:

- **Frequently Asked Questions** (see reverse side of this letter)
- **Guide to Your Prescription Drug Benefit**
- **Mail-Order Form and Envelope**
- **Pharmacy Chain Network List**

Here are some other important points about your coverage:

#### **Contact Information**

Washington State Rx Services Customer Service (M-F 7:30 am – 5:30 pm PT) 1-888-361-1611  
Wellpartner Mail-order Pharmacy Customer Service (M-F 8:00 am – 5:00 pm PT) 1-800-417-8590  
UMP Web site **[www.ump.hca.wa.gov](http://www.ump.hca.wa.gov)**

#### **I.D. Cards**

You will receive your I.D. card(s) in a separate mailing from UMP. If you do not receive your card(s) by January 14th, call UMP customer service at 1-800-762-6004.

#### **Retail Pharmacy Network**

Washington State Rx Services offers a large network of retail pharmacies. To see if your pharmacy is in the network, check the pharmacy locator on the UMP Web site or call us.

#### **Mail Order**

Wellpartner is the network mail-order pharmacy. You can start using Wellpartner in 2008 by mailing original prescription(s) (no photocopies) with a completed order form to Wellpartner. To ensure timely service, please register online or by calling Wellpartner. You may then direct your provider's office to fax the prescription(s) directly to Wellpartner. Refill orders may be placed by calling Wellpartner or online through your pharmacy account.

#### **Direct Reimbursement Claims**

If you use a non-network pharmacy or have other insurance that pays first, you will need to use a prescription claim form to get reimbursed. You can find claim forms on the UMP Web site or by calling Washington State Rx Services.

We look forward to serving you in 2008!

## ***Frequently Asked Questions about Your Prescription Drug Benefit***

If you were enrolled in UMP in 2007, see below for important information.

### **What if I have refills left with Express Scripts?**

Refills remaining with Express Scripts at the end of 2007 will automatically transfer to Wellpartner. However, this does not apply to prescriptions for controlled substances or compounded prescriptions. You will need to get a new prescription for controlled substances and submit it to Wellpartner to be filled. In 2008 you will need to get all compounded prescriptions from a retail pharmacy, as Wellpartner cannot fill them.

### **Does the new mail-order pharmacy have my payment information on file?**

No. You will need to set up payment information such as a credit card with Wellpartner at the time of your first mail-order prescription. Wellpartner requires payment at the time of the order.

### **What about my profile at Express Scripts?**

Your profile at Express Scripts, which lists medication allergies or other health information about you needed to process your prescriptions, will NOT be transferred from Express Scripts to Wellpartner. You will need to set up a new profile with Wellpartner when you order your first Wellpartner prescription.

### **What should I do if I have questions about 2007 prescriptions?**

If you have questions about prescriptions ordered during 2007, you should contact Express Scripts Member Services at 1-888-576-3862 through March 31, 2008. After that date, Washington State Rx Services will handle all customer service issues.

### **Where should I send forms for 2007 claims?**

If you need to submit paper claims for prescription drugs you received in 2007, use an Express Scripts claim form (available on the UMP Web site or by calling Express Scripts) and submit the claim to Express Scripts by March 31, 2008. While Washington State Rx Services can process 2007 claims after March 31, you will get reimbursed faster if you submit all paper claims for 2007 purchases before that date.

### **Will the specialty pharmacy remain the same?**

No. BioScrip is the new network specialty pharmacy. Specialty drug prescriptions from 2007 will not be transferred. If you currently take a specialty drug, you will need to submit a new prescription to BioScrip. If you have not been contacted by BioScrip, please call them at 1-877-316-8921.

### **What do I do if the new mail-order company cannot find my records or refills?**

You will need to request a new prescription from your prescriber.



# *Quick Start Guide*

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## *to Your Prescription Drug Benefit*



### **Washington State Rx Services**

1-888-361-1611

Monday–Friday

7:30 am–5:30 pm

[www.ump.hca.wa.gov](http://www.ump.hca.wa.gov)

### **Wellpartner**

#### **Mail-Order Pharmacy**

1-800-417-8590

Monday–Friday

8:00 am–5:00 pm

[www.wellpartner.com](http://www.wellpartner.com)

## Meeting Your Prescription Drug Needs

Washington State Rx Services manages your prescription drug benefit by providing a pharmacy network, a mail-order pharmacy, customer service, and claims processing for your prescription drug purchases.

This guide gives the details on how to fill prescriptions at a retail pharmacy or mail-order pharmacy, how to save money when filling prescriptions, and how much your prescriptions will cost.

## How Do I?

### Find a Local Network Pharmacy

- Check the pharmacy directory online at [www.ump.hca.wa.gov](http://www.ump.hca.wa.gov).
- Call Washington State Rx Services at 1-888-361-1611.

### Find Out How Much I'll Pay for My Prescriptions?

- Use the prescription price check tool online.
- Call Washington State Rx Services.

### Order New Prescriptions Through the Mail-Order Pharmacy

- Your physician can fax a prescription to Wellpartner at 1-866-624-5797.
- Mail in your prescription with a Wellpartner order form (available in your welcome packet and at [www.ump.hca.wa.gov](http://www.ump.hca.wa.gov)).

### Order Refills Through the Mail-Order Pharmacy

- Use your online pharmacy account at [www.ump.hca.wa.gov](http://www.ump.hca.wa.gov).
- Call Wellpartner at 1-800-417-8590.

### Save Money on Prescriptions

- Buy generic (Tier 1) or preferred brand-name (Tier 2) drugs whenever possible.
- Check the *UMP Preferred Drug List* (PDL) for less expensive alternatives to your medications.
- Compare prices for mail order and retail. Call Washington State Rx Services or use the online "Prescription Price Check."
- Ask your provider to write "allow substitutions" on your prescription.
- Ask for a 90-day supply of your prescriptions when appropriate.

## Who is Washington State Rx Services?

Washington State Rx Services is a group of companies that contract directly with the Washington State Health Care Authority.

- The ODS Companies provides overall administration of the prescription drug benefit and customer service.
- MedImpact manages the pharmacy network and processes pharmacy claims.
- Wellpartner provides mail-order pharmacy services.
- BioScrip is the network pharmacy for specialty drugs. See page 44 of the *UMP 2008 Certificate of Coverage* for details on specialty drugs.



## Two Ways to Get the Most From Your Prescription Drug Benefit

### 1. Check the Preferred Drug List (PDL)

You can learn a lot about your prescription drug benefit by checking the *Preferred Drug List* (PDL). The PDL is a list of drugs covered by the plan that tells you:

- What tier the drug falls under (Tier 1, 2, or 3).
- If the drug has to be preauthorized.
- If there are any limits on how much you can buy.
- If there are less expensive, alternative drugs.

Washington State Rx Services updates the PDL quarterly. It's a good idea to check the PDL periodically to see if coverage for your drug has changed. You can view the PDL online or request a copy from Washington State Rx Services.

### 2. Consider Using Mail Order

Wellpartner is your network mail-order pharmacy. Wellpartner offers convenient delivery of your prescriptions anywhere in the U.S. within 10 business days or less with no shipping charges. And because you pay a set dollar amount (copay) instead of coinsurance for up to a 90-day supply, you could save money using mail order, particularly for Tier 2 and Tier 3 prescriptions.

## What You Pay

What you pay for prescriptions depends on where you buy them and what tier level the drug falls under.

Tier	How Much Will I Pay?	
	At a network retail pharmacy (up to a 90-day supply)	At Wellpartner mail-order pharmacy (up to a 90-day supply)
<b>Tier 1</b> Generic drugs	10% coinsurance <i>No deductible</i>	\$10 copay <sup>1</sup> No deductible
<b>Tier 2</b> Preferred brand-name drugs	30% coinsurance <i>Deductible applies</i>	\$50 copay <sup>1</sup> <i>Deductible applies</i>
<b>Tier 3</b> Nonpreferred brand-name drugs	50% <sup>2</sup> <i>Deductible applies</i>	\$100 copay <sup>1,2</sup> <i>Deductible applies</i>

<sup>1</sup>If the cost of the drug is less than the mail-order copay, you pay the lower drug cost.

<sup>2</sup>Tier 3 drugs that have a generic equivalent are subject to an ancillary charge. See page 4.

### Maximum Out of Pocket at Retail Pharmacies

For Tier 1 and Tier 2 drugs, you won't pay more than \$75 per 30-day supply at a network retail pharmacy.

#### Get 24-Hour Service Online at [www.ump.hca.wa.gov](http://www.ump.hca.wa.gov)

- Get a price check on prescriptions.
- Find a network pharmacy.
- Access your online pharmacy account.
- Order mail-order refills.
- View your claims history.

## Ancillary Charge—How it Works

If you purchase a brand-name Tier 3 drug that has a generic equivalent, you will pay an ancillary charge. Here's how it works:

1. You purchase a Tier 3 brand-name drug that has a generic equivalent.
2. UMP pays the same amount we would have paid if you had purchased the generic equivalent.
3. You pay the rest.

**Example:** *How the Ancillary Charge Works at a Network Retail Pharmacy*

	Network Retail Pharmacy	
	Generic version of drug (Tier 1)	Brand-name version of drug (Tier 3)
Drug Cost	\$25	\$150
What UMP Pays	\$22.50 (90% of the cost)	\$22.50 (UMP pays as if you purchased the Tier 1 version.)
What You Pay	\$2.50 (10% of the cost)	\$127.50 (Ancillary Charge)

What you pay through mail order may be a little more or less than buying at a retail pharmacy, depending on your drug's original cost. Call Washington State Rx Services for a price comparison between mail order and retail, and to find out about less expensive alternative drugs.

### Why do I have to pay an ancillary charge?

Generic drugs have the same active ingredients and have been determined by the Food and Drug Administration as being therapeutically identical to their brand name versions. Choosing generics saves money for you and helps keep premiums low for everyone in the plan. If you choose a brand-name drug when you could have purchased a generic drug, you will pay the difference.

### How can I avoid paying the ancillary charge?

Ask your doctor to write the prescription with "substitution permitted." Then, if there is a generic version of the drug, the pharmacist will automatically fill your prescription with the generic. If a generic becomes available in the future, you will get the generic when you refill your prescription.

## How the Prescription Drug Deductible Works

For brand-name drugs (Tier 2 and Tier 3), you must pay the first \$100 out of your pocket before UMP begins paying toward your prescriptions.

Here's how it works:

1. The first time you buy a brand-name drug, either at a retail pharmacy or through Wellpartner mail-order pharmacy, you will pay the first \$100 in charges.
2. If the drug's retail price is less than \$100, you'll pay the entire cost of the drug and you will have partially met your deductible for the year.
3. If the retail price is more than \$100, you'll pay the first \$100 plus your coinsurance (at retail) or copay (at mail order). UMP will pay the rest.

After you've met your deductible, UMP will cover your prescriptions the rest of the year.

### Prescription Drug Deductible Example

The following chart assumes you have not paid anything toward your deductible.

	Wellpartner Mail-Order Pharmacy	Network Retail Pharmacy
Cost of drug	\$250	\$250
Applied to deductible	\$100	\$100
Copay/Coinsurance applied to amount left after the deductible	\$50 copay	\$45 (30% of \$150)
<b>Your total cost</b>	<b>\$150</b>	<b>\$145</b>
What UMP Pays	\$100	\$105

In some cases, you may pay more at a retail pharmacy. Call Washington State Rx Services or check the Prescription Price Check tool online for your particular drug.



# HOW TO ORDER

## New Prescriptions

Fill out this order form completely. Enclose the original prescription(s) your doctor gave you and your payment in the envelope provided.

Unless otherwise noted by you, Wellpartner will fill your prescriptions for the quantities prescribed as written by your doctor.

## Refill Prescriptions

You may order your Wellpartner prescription refill(s) by mail using this order form. Or, choose from telephone, fax or internet options to place your refill order(s).

## Prescriptions at Other Pharmacies

If you have prescriptions that are currently being filled by another pharmacy, please have your doctor or nurse practitioner fax or call Wellpartner with all of the prescriptions that are needed now. Your doctor can fax prescriptions to Wellpartner at 1-866-624-5797. Or, if you have a new prescription, you can enclose that prescription with this order form.

## Shipping Charges

**Standard shipping is FREE on all orders containing prescription items.** Next-day and second-day delivery are available for an additional charge.

## Therapeutic Interchange Program (TIP)

For drugs that are not on the Washington State Preferred Drug List, TIP allows the pharmacist to substitute a less expensive therapeutically equivalent drug. The pharmacist will consult your doctor before making any substitution.

## Payment Options

Full payment is required at the time of order. Payment options include:

- Check
- Money Order
- Credit Card (DISC, VISA, MC, AMEX)



## Delivery Time

Our goal is for you to receive your shipment within four to seven business days from the date we receive your order.

## Generic Drugs

Our pharmacists will substitute a less expensive generic medication for the brand-name medication your doctor prescribed, unless you or your doctor indicate otherwise. We utilize only FDA-approved generic medications that meet rigid quality and equivalence guidelines.

## Confidentiality

In order to more effectively monitor your prescription drug therapy and better serve you, we have requested personal information such as your date of birth, medical conditions, and known drug allergies. This information, as well as all personal information retained by Wellpartner, is strictly confidential and will only be used to help us provide you with the utmost in pharmacy care.



**Wellpartner**

**Uniform Medical Plan**  
Order toll-free by phone:  
1-800-417-8590

**Order by mail:**  
P.O. Box 5909  
Portland, OR 97228-5909

**Order online:**  
[www.wellpartner.com](http://www.wellpartner.com)

**Order toll-free by FAX:**  
1-866-624-5797



### Patient Information

Last Name \_\_\_\_\_  
First Name \_\_\_\_\_ MI \_\_\_\_\_  
Date of Birth \_\_\_\_\_ ☐ Male ☐ Female  
Prescriber \_\_\_\_\_  
Prescriber Phone # \_\_\_\_\_  
Medical Record # (if applicable) \_\_\_\_\_

#### Allergies (Check all that apply)

☐ None known ☐ Aspirin ☐ Codeine  
☐ Erythromycin ☐ Penicillin ☐ Morphine ☐ Sulfa  
Other \_\_\_\_\_

#### Medical Conditions (Check all that apply)

☐ None known ☐ Active Ulcer ☐ Arthritis  
☐ Asthma ☐ Congestive Heart Failure ☐ Diabetes  
☐ High Blood Pressure ☐ Hyperthyroid  
☐ Hypothyroid ☐ Kidney Disorder ☐ Liver disorder  
Other \_\_\_\_\_

### Shipping Information

☐ Permanent address ☐ Address for this order only  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Daytime Phone \_\_\_\_\_  
E-mail Address \_\_\_\_\_

### Prescription Insurance Information

Insurance plan \_\_\_\_\_  
Group name/number \_\_\_\_\_  
Subscriber ID number \_\_\_\_\_  
Primary subscriber name \_\_\_\_\_  
Relationship to subscriber: ☐ Self ☐ Spouse/Partner  
☐ Child/Dependent  
Insurance phone # \_\_\_\_\_  
(refer to back of insurance card).

**Insurance customers:** Please note, your prescriptions will be filled in accordance with your plan limitations. If you have any questions, please contact your benefits coordinator.

### Payment Information

☐ Check enclosed ☐ Credit card ☐ Money Order  
☐  ☐  ☐  ☐ 

Credit card number \_\_\_\_\_  
Expiration date \_\_\_\_\_  
Name on card \_\_\_\_\_  
Signature of cardholder \_\_\_\_\_

### Generic Preference

See reverse side for our generic policy.

Generics OK? ☐ Yes ☐ No

Therapeutic Interchange Program (TIP) OK? ☐ Yes ☐ No  
**Note:** Checking yes allows us to contact your doctor to suggest substituting an equivalent drug for your prescription, if available. See TIP on reverse side for details. Checking no may result in higher prices or copays.

### Safety Cap Preference

Federal Law requires us to dispense your medication with a child-resistant cap. If you do **NOT** want to receive your medications with child-resistant caps, please sign below.

Signed \_\_\_\_\_

### Prescription Items (new, refill & transfer)

	(For transfers) Pharmacy Name & Phone Number	Prescriber Name & Phone Number	Rx #	Medication Name & Strength	Qty.	Price/Copay
1						
2						
3						
4						
5						

Shipping Charge (see reverse for shipping charge information):

**TOTAL AMOUNT OF ORDER:**



\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Post office  
will not deliver  
without  
postage

Wellpartner Pharmacy  
PO Box 5909  
Portland, Oregon  
97228-5909

083  
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## Washington State Rx Services Network National Pharmacy Chain Listing

Uniform Medical Plan enrollees: visit [www.ump.hca.wa.gov](http://www.ump.hca.wa.gov) or call 1-888-361-1611 to find out if your pharmacy is in the network.

### A

AccessHealth  
Accredo Health Group, Inc.  
ACME Pharmacy  
Ahold USA, Inc.  
Albertson's, Inc.  
Allscripts, LLC  
AmerisourceBergen  
A&P USA (The Great Atlantic & Pacific Tea Co., Inc.)  
AWG Pharmacy Network  
Aurora Pharmacy, Inc.

### B

Bartell Drug Co.  
Bi-Lo, LLC  
Bi-Mart Corporation  
BJ's Pharmacy  
Brookshire Grocery Company  
Brookshire Bros., Ltd.  
Buehler Foods, Inc.

### C

Coborn's, Inc.  
Costco Pharmacies  
Cub Pharmacy  
CVS Pharmacy, Inc.

### D

Dillon Pharmacy  
Discount Drug Mart, Inc.  
Doc's Drugs, Inc.  
Dominick's Pharmacy  
Drug Fair  
Drug Emporium  
Duane Reade

### E

Eckerd / Brooks Pharmacy  
EPIC Pharmacy Network

### F

Fagen Pharmacy  
Family Pharmacy  
FamilyMeds Pharmacies  
Fairview Pharmacy Services, LLC  
Food City Pharmacy  
Fred Meyer Pharmacy  
Fred's Pharmacy

### G

Giant Eagle, Inc.  
Giant Pharmacy

### H

H.E.B. Grocery Company, LP  
Haggen / TOP Pharmacy  
Hannaford Bros., Inc.  
Happy Harry's Discount Drugs  
Harps Food Stores, Inc.  
Harris Teeter Pharmacy  
Harvey's Supermarket Pharmacy  
Hi-School Pharmacy  
Horton & Converse Pharmacies  
Hy-Vee, Inc.

### I

Indian Health Services  
Ingles Markets, Inc.

### K

Kmart Corporation  
Kerr Drugs, Inc.  
Kinney Drugs  
The Kroger Co.  
K-VA-T Food Stores

### L

LifeChek Drug  
Longs Drug Stores

### M

Major Value Pharmacy Network  
Managed Pharmacy Care & Rx Pride  
Marsh Drugs, LLC  
Medical Arts Pharmacy  
Medical Center Pharmacy  
Medicap Pharmacies, Inc.  
Medicine Shoppe Pharmacies  
Meijer Pharmacy

### N

Neighborcare  
Northeast Pharmacy Services

### O

OSCO Drug

### P

Pamida Pharmacy  
Pathmark Pharmacy  
Pharmerica  
PPOK (Pharmacy Providers of Oklahoma)  
Price Chopper  
Publix Supermarkets

### Q

QSI-FamilyCare

### R

Raley's  
Ralphs Pharmacy  
Randall's Pharmacy  
Rite-Aid

### S

Safeway Pharmacy  
Sam's Pharmacy  
Sav-Mor Drug Stores  
Sav-On Drugs  
Schnucks Pharmacy  
Shopko  
ShopRite  
Smith's Pharmacy  
Synder Drug Stores, Inc.  
SuperValu

### T

Target  
Third Party Station  
Thrifty White  
Tom Thumb Pharmacy

### U

United Drugs  
United Pharmacist Network, Inc.  
United Pharmacy / United Supermarkets  
USA Drugs

### V

Vons Pharmacy

### W

Walgreens  
Wal-Mart Stores, Inc.  
Wegman's  
Weis Markets  
Wellpartner (mail order pharmacy)  
Winn Dixie